NEW! PSC Phones Will Be Down at the End of the Day Tomorrow

The ED*Facts* Partner Support Center is moving. In order to facilitate the move, the PSC phone system will be taken offline this Friday, May 31, at 4:00 p.m., EDT. The changeover has the potential to last beyond the end of the PSC business day at 6:00 p.m., EDT, but the phones will be up-and-running before 8:00 a.m. Monday morning. PSC will have analysts in place at both locations on Friday to continuously accept email issues and, if possible, begin accepting calls as soon as the system is turned on in our new location. Users will be able to contact PSC via email throughout the day.

If the phones come back up prior to 6:00 p.m. on Friday, PSC will send notification. We apologize for any inconvenience.

NEW! May 31 Is The New Freeze Date for IDEA Data Submitted in February

May 31st is the new freeze date for IDEA data submitted February 2013: Note that OSEP previously used a July "freeze" date for the Child Count, Educational Environments, and Settings data. ***Data in the system as of May 31st will be used for data products such as the Annual Report to Congress and data tables posted publicly.***

NEW! IDEA Part B Data Quality Reports Have Been Posted on OMB Max

Data Quality Reports for IDEA Part B: Child Count/Ed Environments have been posted on OMB MAX, and are available to Data Managers. Please review comments concerning your data in OMB MAX https://max.omb.gov/community/x/FxPdJQ. We will consider the data in the system as of May 31st as final data.

Reminder: SY 2008-09 ESS Data to be Archived

In order to facilitate the addition of SY 2013-14 in future releases of ESS, all SY 2008-09 data must be archived. This process will take place the first two weekends of June. If your state believes that it needs to make further SY 2008-09 data submissions for any reason, please contact PSC with the details and prepare to submit those data before the end of May.

Reminder: ESS 9.2 Business Rules Guide Has Been Posted on ED.gov

A preview version of the ESS 9.2 Business Rules Guide (BRG) has been posted on ED.gov. This preview version has all the new business rules that will be implemented with ESS 9.2, which focus primarily on Assessment data. To find only the new rules, open the ESS 9.2 BRG spreadsheet and filter by 'Release 9.2' in the 'First ESS Release' column. ESS Release 9.2 is currently scheduled to be implemented in production the weekend of June 22-23, and available for new submissions June 24th.

The BRG preview version will be posted at the following link:

http://www2.ed.gov/about/inits/ed/edfacts/business-rules-guide.html

Upcoming Due Dates and Reminder to Update SSP as Necessary

SY 2010-11 Files
GEPA Files (Due June 1)
- C035 Federal Programs

SY 2012-13 Files
NCES/CCD Files (Due May 31)
- C059 Staff FTE

NOTE: *When a state is granted an extension request to submit a specific file later than the due date, this does not mean that the due date itself has changed.*

EDFacts System Status

This is to provide the current status of the ED*Facts* Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running

Files Received: 116

Files Processed: 72 (7 superseded, 37 had errors)

Average File Processing Time: The average processing time was 1 min 12 sec. (Excluding Superseded files)

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

There are no new issues affecting multiple SEAs.

There are no new or updated knowledgebase articles:

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 11.519 days
Tickets not requiring escalation: 1.332 days
Response time to e-mail inquiries: 0.006 hours

Thank you,
PSC

ED*Facts* Partner Support Center
Telephone: 877-457-3336 (877-HLP-EDEN)
Fax: 888-329-3336 (888-FAX-EDEN)
TTY/TDD: 888-403-3336 (888-403-EDEN)
EDEN_SS@ed.gov
www.ed.gov/edfacts/support.html

For general feedback on PSC support, contact: Joe Murphy